Kelly

NEWSLETTER

Week of October 11, 2026

Daylight Saving Time Is Almost Over!

Daylight Saving Time ends on Sunday, November 1. Our schedules follow Pacific Time, so please take a moment to check whether the time change will affect the hours you work in your local time zone.

Your scheduled shift will not change in Pacific Time, but if you live somewhere that does not observe Daylight Saving Time, your local start and end times may shift by one hour.

Example: If your shift is 8:00 AM Pacific, someone in Puerto Rico currently starts at 11:00 AM local time. After the time change, that same 8:00 AM Pacific shift will begin at 12:00 PM in Puerto Rico.

📅 Please check your time zone ahead of November 1 so there are no surprise early—or late—logins!

CMS Advanced Rendition Drills

Join us for a fast-paced CMS practice session focused on accuracy, zero omissions, Medicare Advantage Parts C & D, and audit timing.

Morning: Tuesday, October 20 at 8:00 AM PST

Evening: Wednesday, October 21 at 4:30 PM PST

More information and Teams links on the next page.

Daylight Saving Time Is Almost Over!

Your 2026 CSR Training is now overdue, and your account is at risk of being blocked—please complete it as soon as possible.



CMS Call Preparedness: Advanced Rendition Drills

Join us for extra CMS practice focused on advanced rendition practice, including realistic call simulations, Medicare Advantage Parts C & D, zero-omission accuracy, and audit timing.

Morning: Tuesday, October 20 at 8:00 AM PST
https://teams.microsoft.com/meet/275248295438893?p=Gs0tvScz25N3tShJnT

Evening: Wednesday, October 21 at 4:30 PM PST
https://teams.microsoft.com/meet/220951258440801?p=2ykYf075Wro6LbdnVP

Please join only if the session is outside of your scheduled shift time. These sessions should not interfere with your regular scheduled work hours.

MOST IMPROVED SPOTLIGHT: AIDIANN

Growth, Resilience & Bilingual Confidence
“Remind yourself that this is a skill that not many people have, and it takes time and patience to develop. Give yourself a little grace.”

Stepping onto the lines isn't easy, but our October Most Improved Interpreter, Aidiann, proves what dedication can do. By focusing on active listening, studying vocabulary directly from LEPs, and practicing daily, Aidiann transformed early hurdles into genuine mastery.

For Aidiann, this milestone is deeply personal. Growing up with speech challenges from constantly switching languages in childhood, navigating live calls became a turning point:
“This job has built my confidence in speaking both English and Spanish every single day. I feel proud of how far determination has brought me!”

When the headset comes off, Aidiann stays refreshed by sketching on an iPad, teaming up with friends in Minecraft and Marvel Rivals, or unwinding with a fantasy book at a quiet café.

Congratulations, Aidiann, on your well-deserved extra break and this inspiring milestone!







WEEKLY NEWSLETTER

🌟 TEAM QUALITY SPOTLIGHT: EXECUTIVE RECOGNITION! 👏✨

In our latest executive partner meeting, leadership highlighted the KS – United States team for standing out and excelling in key quality standards:

- Medical Confidentiality: Consistently stating confidentiality disclosures on clinical calls.
- Professional Space: Maintaining quiet, distraction-free work environments.
- Caller Care: Regularly refreshing the call with the LEP while on hold.

This is direct proof that your hard work, precision, and professionalism on the lines are making an impact.

Keep joining our workshops, keep asking questions, and never hesitate to reach out, we are here for you every step of the way! Thank you for everything you do, and keep shining!

Wells Fargo Call Monitoring & Recording Disclosures

Interpret the exact variation verbatim

Check the Scripts tab in the Wells Fargo accounts for approved wording.

Important: Use **"proveedores de servicios"** exactly. Any other wording may be considered incorrect.

English	Approved Spanish
This call may be monitored or recorded.	Esta llamada puede ser monitoreada o grabada.
Calling on a recorded or monitored line.	Está llamando a una línea grabada o monitoreada.
This call may be monitored, recorded, or analyzed by Wells Fargo and its service providers.	Esta llamada puede ser monitoreada, grabada o analizada por Wells Fargo y sus proveedores de servicios.
This call may be monitored, recorded, or analyzed by the Company and its service providers.	Esta llamada puede ser monitoreada, grabada o analizada por la compañía y sus proveedores de servicios.

The wording may vary. Listen carefully and interpret the exact disclosure provided on the call.

INTERPRETER STORY SPOTLIGHT

Twelve stories, a few surprises, and a lot of heart.



Alexandra Trevino

An accidental new word



At a doctor's appointment, a girl tested positive for streptococcus. Alexandra knew the Spanish word was "estreptococo," but out came "estreptocosis"! She looked it up afterward and confirmed she'd accidentally invented a word.

Shawnee Taveras Lopez

What is a "yeyo"?



A Dominican patient said, "Me dio un yeyo." Rather than guessing, Shawnee asked what the patient felt: dizziness, weakness, and nearly fainting. She explained the symptoms to the doctor—a perfect example of cultural understanding at work.

Nickole Calle

An unexpectedly short call



Nickole made a dial-out, and the person answered—then hung up as soon as she began her interpreter introduction. The timing made her laugh so hard that the client started laughing too. They could barely finish their closing statements.

Mayra Lagunes

A live talk show



During a Progressive call, the adjuster explained something while the customer kept asking questions—and a Dominican family member joined in. Everyone talked at once in English and Spanish. Mayra felt more like a talk-show host than an interpreter.

Maria Rosado

"Byson"? You mean Verizon!



A bank representative asked which phone service the client used. First the client answered "iPhone," then read the name "Byson." Maria repeated it, and everyone was confused—until the client spelled it out. It was Verizon all along!

Claudia Batovich

"You sound like AI!"



One LEP told Claudia that she sounded like AI, then laughed because he thought his own observation was hilarious. Sometimes a quick comment is enough to make a call memorable.

Thank you to everyone who shared a story!

Your humor, compassion, and care make every call matter.

INTERPRETER STORY SPOTLIGHT

More moments that made us laugh, smile, and care.



Alexandra Abreus Concepción

"I can speak English!"



During a nurse check-in, an older patient with dementia insisted on answering in English. He passed verification, but when the nurse asked real questions, his confident "English from another planet" made communication difficult. Alexandra tried to bring the conversation back to Spanish.

John Vizcarra

Two stories, two surprises



John requested a Portuguese interpreter, but a transfer sent only him to the other interpreter—at least he met a coworker! On another call, ten minutes of loud, soothing piano hold music put an older client to sleep. He began snoring.

Renniel Torres Rodriguez

"No, es neumonio!"



During a call about pneumonia medication, Renniel used the word "pulmonía." The LEP interrupted: "Pero no es pulmonía, es neumonio." Renniel explained that pulmonía is another Spanish term for pneumonia. The LEP apologized, they laughed, and the call continued.

Monika Rodz

An unexpected "I love you!"



A bank customer asked to say goodbye to the helpful representative using his limited English. He proudly said: "Thank you very much. Good night. I LOVE YOU!" Everyone burst out laughing—and the representative replied, "I love you too!"

Sandra Franco

A call that truly mattered



Sandra helped a mother who said she and her children had no food apply for nutrition assistance. The representative arranged same-day benefits, and the mother cried with relief. Sandra was moved to tears knowing the family would eat that night.

Erick Padilla Rosas

Kindness, interpreted



When an LEP or representative thanks Erick, compliments him, or wishes him well, he interprets those kind words into the other language. Both sides deserve to hear the appreciation. It often ends the call with smiles and laughter.

Thank you to everyone who shared a story!

Your humor, compassion, and care make every call matter.

Guess the Animal Lover!

One of our Spanish Talent Advisors has 8 pets!

3 cats • 3 guinea pigs • 2 aquatic turtles



We know you don't know us in person, but you have communicated with us by email, phone call, and text — so you may have an inkling of who gives crazy animal lover vibes.

Who do you think it is?

- ○ Adam Hansen
- ○ Adriana Maldonado
- ○ Angel Rivera
- ○ Bridget Cassianis
- ○ Clara Gonzalez
- ○ Emma Hogan
- ○ Laura Guzman

Guess correctly and win a scheduled 15-minute paid break!

Send us your guess — we'll reveal the answer in the next newsletter.